



OFFICE ASSISTANT (GENERAL)
DEPARTMENTAL PROMOTIONAL EXAMINATION
EXAM CODES: 6BP0601

Department:	Department of Social Services
Release Date:	July 19, 2016
Final File Date:	August 2, 2016
Exam Type:	PROMOTIONAL Departmental
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Salary:	MONTHLY-RANGED-SALARY - \$2,168.00 - \$2,983.00
Location:	State-wide

EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and Physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

This is a departmental promotional examination for the Department of Social Services.

1. Applicants must have a permanent civil service appointment with the California Department of Social Services as of the final filing date, in order to participate in this examination, or
2. Must be a current or former employee of the Legislature with two or more consecutive years as defined in Government Code Section 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years as defined in Government Code Section 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

For applicants under item 4, if applicable, scan and attach a copy of the DD214 or other official discharge documents.

FILING INSTRUCTIONS

[Applications \(STD 678\)](#) must be POSTMARKED no later than the final file date. Please indicate the examination title on your application. Applications received without an examination title will not be accepted.

Applications postmarked, personally delivered, faxed, emailed or received via inter-office mail after the final file date will not be accepted for any reason.

FILE BY MAIL:

California Department of Social Services
Personnel Bureau, Exam Unit, MS 8-15-58
PO Box 944243
Sacramento, CA 94244-2430

FILE IN PERSON:

California Department of Social Services
Personnel Bureau, Exam Unit
744 P Street, OB 8, 15th Floor
Sacramento, CA 95814

DO NOT SUBMIT APPLICATION TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES.

CROSS FILE – TWO CLASSES

You may submit one application if you meet the entrance requirements for this class and for Office Assistant (Typing) which have the same final file date.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, please mark the appropriate box for Question 2 on the Examination Application (STD 678). You will be contacted to make specific arrangements.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the California Department of Social Services. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the experience and/or education requirements for this examination by the written test date of **September 15, 2016**. Your signature on the application indicates that you read, understood, and possess the minimum qualifications required.

Application must include: "to" and "from" dates (month/day/year), time base, civil service or private sector titles, and the duties performed. Applications without this information will be rejected from this examination.

MINIMUM QUALIFICATIONS

OFFICE ASSISTANT (GENERAL)

EITHER I

One year of experience in California state service performing the duties of an Assistant Clerk.

OR II

Education: Either equivalent to completion of the twelfth grade; or completion of a business school curriculum; or completion of a clerical work experience training program such as those offered through the Welfare Reform Act. (One year of clerical work experience may be substituted for the required education.)

POSITION DESCRIPTION

This is the entry, trainee and journey level for this series. Under close supervision as a trainee, incumbents regularly perform a limited range of duties that become routine, shortly after the initial training period; and/or learns to perform a variety of full journey level general clerical duties. Under general supervision, incumbents at the full journey level regularly perform a variety of duties requiring adaptation to various situations, judgment as to which learned work method to apply for the desired result, and the ability to communicate effectively. This level may have lead responsibility over less experienced employees in areas such as training and answering questions on work procedures.

EXAMINATION INFORMATION

WRITTEN TEST – WEIGHTED 100%

This examination will consist of a written examination weighted 100%. It is anticipated that the written test will be held on Tuesday, **September 15, 2016**. Ordinarily the written examinations are scheduled in Sacramento, Fresno, Oakland, Los Angeles and San Diego. Location sites may be changed as conditions warrant. No reschedules for the examination will be allowed. In order to obtain a position on the eligible list, a minimum of 70% must be attained.

COMPETITORS WHO DO NOT APPEAR FOR THE WRITTEN TEST WILL BE DISQUALIFIED

KNOWLEDGE AND ABILITIES

1. Correct usage of spelling, punctuation and grammar.
2. Vocabulary.
3. Accuracy in comparing pairs of names, comparing pairs of numbers.
4. Alphabetizing and numerical ordering.
5. Basic Math.
6. Reading comprehension, following written directions and interpreting written tables.

SPECIAL PERSONAL CHARACTERISTIC

A demonstrated interest in assuming increasing responsibility.

ADDITIONAL DESIRABLE QUALIFICATION

Education equivalent to completion of the twelfth grade.

VETERANS PREFERENCE

Veterans Preference Points **will not** be granted in this examination.

DISCLAIMER

Please click on the link below to review the official California Department of Human Resource (CalHR) class specification. <http://www.calhr.ca.gov/state-hr-professionals/pages/1441.aspx>

CONTACT INFORMATION

For additional information regarding this examination, you may contact the Department of Social Services Examination Unit at (916) 657-1762.

GENERAL INFORMATION

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Social Services reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Americans with Disabilities Act, Title II: The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

Candidates needing special testing arrangements due to a disability must mark the appropriate option on the application and/or contact the testing department.

Criminal Record Clearance Information: Some positions within various divisions of the California Department of Social Services are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and for applicants under items 2, 3 and 4 in the "Who Should Apply?" section on page two of this bulletin. Under certain circumstances other employees (**i.e., former Department employees or current employees on TAU, T&D, and LT status**) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at State Personnel Board offices.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.